

**Arlington Transit**  
**Monthly Service Performance Report**

**ROUTE LEVEL PERFORMANCE - January 2022**

	<i>Ridership</i>				Saturday			Sunday		
	Passengers	Weekday Revenue Hours	Passengers/Revenue Hour	Average Weekday Passengers	Passengers	Revenue Hours	Passengers/Revenue Hour	Passengers	Revenue Hours	Passengers/Revenue Hour
41 Columbia Pike/Ballston/Courthouse	29,134	1,399	20.8	1,457	5,794	570	10.2	6,159	434	14.2
42 Ballston/Pentagon	8,230	884	9.3	412	1,180	212	5.6	1,032	147	7.0
43 Crystal City/Rosslyn/Courthouse	4,224	827	5.1	211						
45 Columbia Pike/Rosslyn	11,921	992	12.0	596	2,028	320	6.3	2,134	288	7.4
51 Virginia Hospital Center/Ballston	2,885	306	9.4	144	524	125	4.2	449	95	4.8
52 Virginia Hospital Center/Ballston/East Falls Church	2,094	425	4.9	105						
53 Glebe Road-Westover/Ballston/East Falls Church	526	393	1.3	26						
55 Lee Highway/E. Falls Church/Rosslyn	11,527	1,364	8.4	576	1,808	359	5.0	1,475	209	7.1
61 Courthouse/Rosslyn	436	225	1.9	22						
62 Lorcom Lane/Courthouse/Ballston	269	218	1.2	13						
72 Rock Spring/Ballston/Shirlington	4,496	899	5.0	225						
74 Arlington Village/Arlington View	246	135	1.8	12						
75 Shirlington/Ballston/Virginia Square	5,227	709	7.4	261						
77 Shirlington/Lyon Park/Courthouse	5,952	649	9.2	298	984	228	4.3			
84 Douglas Park/Pentagon City	493	245	2.0	25						
87 Shirlington/Pentagon (also 87A/P/X)	4,127	841	4.9	206	644	223	2.9	567	144	3.9
<b>ART Total</b>	<b>91,787</b>	<b>10,509</b>	<b>8.7</b>	<b>4,589</b>	<b>12,962</b>	<b>2,035</b>	<b>6.4</b>	<b>11,816</b>	<b>1,316</b>	<b>9.0</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	87%
42 Ballston/Pentagon	86%
43 Crystal City/Rosslyn/Courthouse	96%
45 Columbia Pike/Rosslyn	82%
51 Virginia Hospital Center/Ballston	95%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
53 Glebe Road-Westover/Ballston/East Falls Church	84%
55 Lee Highway/E. Falls Church/Rosslyn	91%
61 Courthouse/Rosslyn	95%
62 Lorcom Lane/Courthouse/Ballston	97%
72 Rock Spring/Ballston/Shirlington	83%
74 Arlington Village/Arlington View	79%
75 Shirlington/Ballston/Virginia Square	80%
77 Shirlington/Lyon Park/Courthouse	85%
84 Douglas Park/Pentagon City	66%
87 Shirlington/Pentagon (also 87A/P/X)	75%
<b>Total</b>	<b>86%</b>

**Ridership**

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,359	1,128	1.2
Red Top	1,204	294	4.1
<b>Total</b>	<b>2,563</b>	<b>1,422</b>	

**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Jan-22</b>	<b>Jan-21</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
ART Passengers	116,565	102,908	994,164	792,823
Revenue Hours	13,861	13,123	103,115	94,801
<b>Passengers/Revenue Hour</b>	<b>8.4</b>	<b>7.8</b>		
Scheduled Number of Trips	14,049	12,796	102,358	91,344
Actual Number of Trips	13,751	12,696	102,024	91,197
Number of Missed Trips	298	100	334	147
<b>% Service Efficiency</b>	<b>97.9%</b>	<b>99.2%</b>	<b>99.7%</b>	<b>99.8%</b>
<b>% On-Time Performance</b>	<b>86%</b>	<b>87%</b>	<b>86%</b>	<b>87%</b>

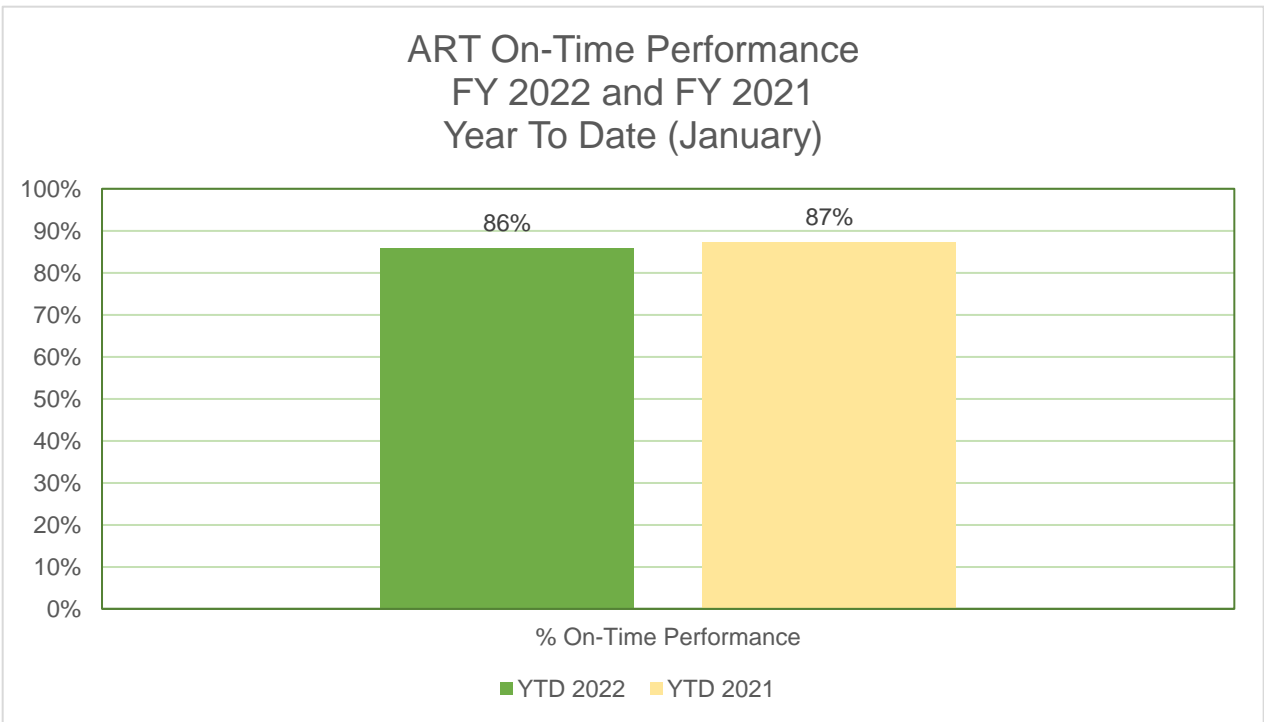
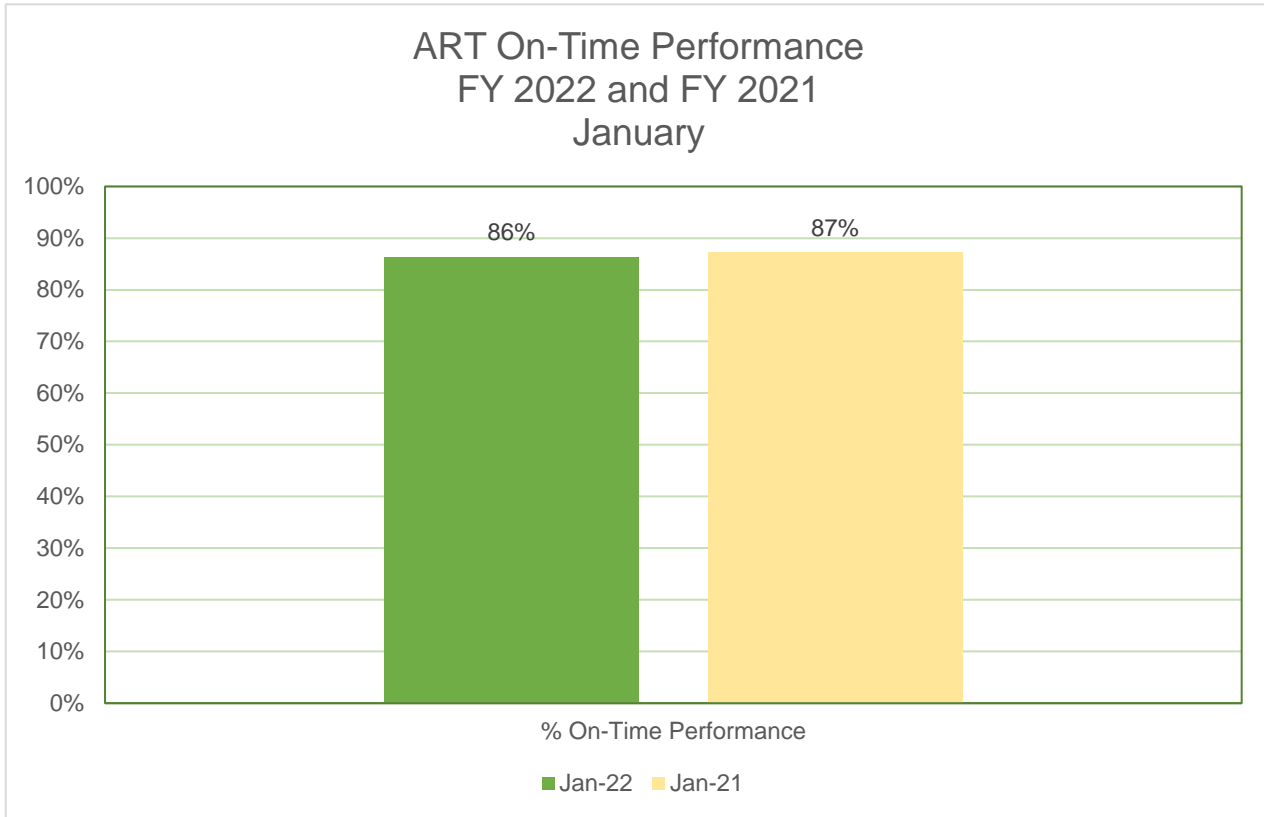
**Customer Service**

Number of Complaints	44	10	149	107
Complaints per 50,000 Trips	19	5	7	7

<b>STAR</b>	<b>Jan-22</b>	<b>Jan-21</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
STAR Passengers	2,563	2,229	25,366	17,729
Revenue Hours	1,422	1,533	14,456	11,625
<b>Passengers/Revenue Hour</b>	<b>1.80</b>	<b>1.45</b>	<b>1.75</b>	<b>1.53</b>
Scheduled Number of Trips Booked	3,049	2,274	24,984	18,266
Number of Trip Cancellations and No-Shows	858	452	4,467	3,617
<b>% Service Efficiency</b>	<b>71.9%</b>	<b>80.1%</b>	<b>82.1%</b>	<b>80.2%</b>

**Customer Service Complaints**

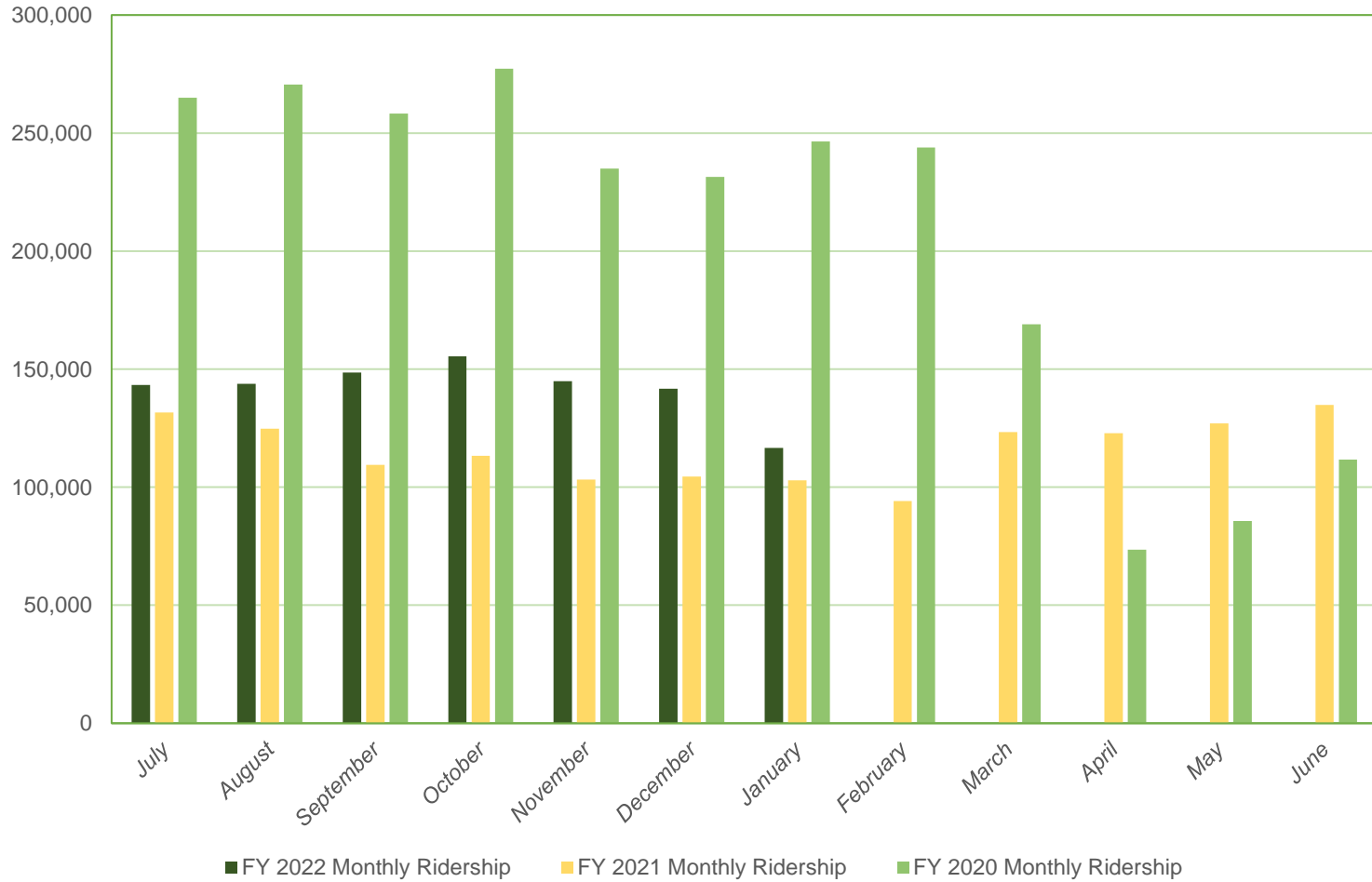
Red Top	7	1	59	19
Diamond	0	1	10	5
STAR Call Center	0	0	0	0
Total Complaints	7	2	69	24
Complaints per 1,000 passengers	3	1	3	1



**SYSTEMWIDE RIDERSHIP**

FY 2022 Full-Year

**ART**



**STAR**

